

# WHO WE ARE

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## PROFILE

Q-Park is a leading off-street parking infrastructure owner and operator with well-managed commercial parking facilities across seven Western European countries. We operate off-street parking spaces we own, have under concession or with lease contracts from public and private landlords. We focus on off-street purpose-built parking facilities at strategic locations.

The seven countries in which we operate are the Netherlands, Germany, France, Belgium, United Kingdom, Ireland and Denmark. We are present in over 360 cities, have more than 5,300 parking facilities in our portfolio comprising over 1 million parking spaces. Based on publicly available industry data for

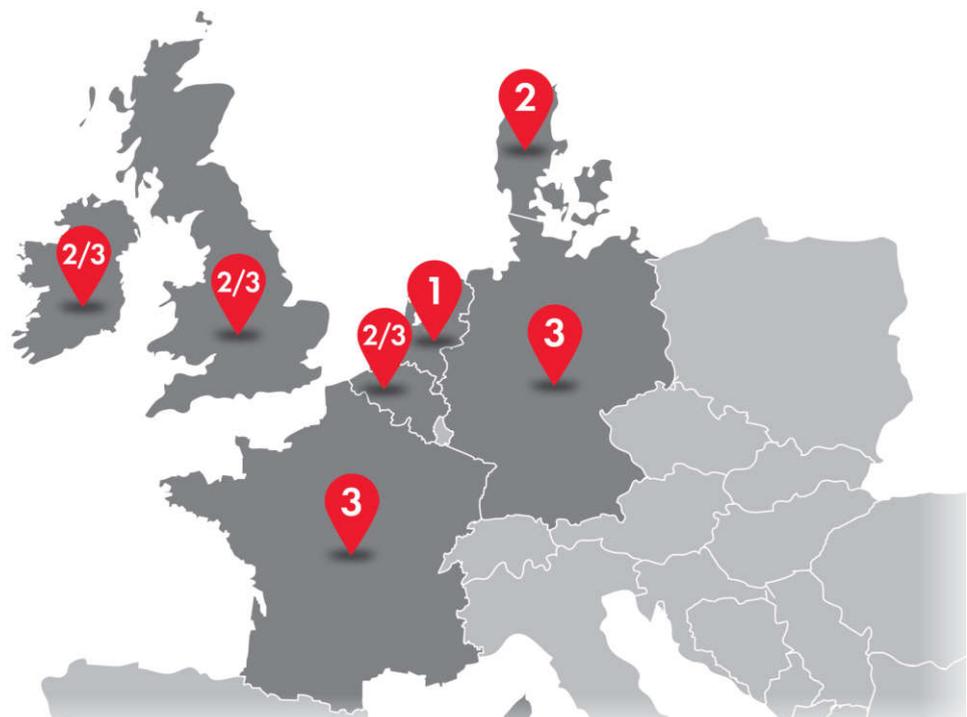
our competitors, we estimate that we are a top three player in terms of estimated off-street revenues in all the countries in which we operate.

Besides operating off-street parking facilities we also offer:

- | Off-street parking management
- | On-street parking and kerbside management
- | EV charging points
- | Parking as a Smart Service (PaSS) platform
  - | an industry leading seamless parking service; and
  - | a fully integrated cloud-based digital infrastructure.

### Q-Park market position

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Based on (estimated) off-street revenues.

We demonstrate that effective regulated and paid parking combined with smart tariff plans, and pre-booking propositions along with digital access and payment services, makes an economic and sustainable contribution to cities and society. Effective regulated

and paid parking positively influences how people enjoy their urban visit, journey, shopping, commute or residence.

# QUALITY IN PARKING

## Contribution to quality of life

Q-Park wants to increase its presence in cities with attractive market dynamics as the population in urban conurbations continues to grow. This growth affects the number of passenger cars and the demand for parking spaces. The drift towards urban areas coincides with the trend towards more environmentally-friendly cars and the challenges to keep cities liveable.

We work together with project developers and local governments to create parking solutions that integrate in the mobility chain, limit impact on the environment, make room for people (not cars) and thus improve the quality of life for all stakeholders.

## Q-Park off-street parking



People above ground - cars and bicycles under ground

## Innovation

Information technology is a true enabler for our future development and for implementing new and innovative services for landlords, partners and customers. Our proprietary ecosystem, platforms and portals enable us to facilitate the customer's journey, in both the virtual and physical sense, from the comfort of their home to their final destination.

Our back-office operations run on a profound digital infrastructure which seamlessly integrates with our front office (websites, apps and parking facilities) where we interact with partners and customers. For example, to find parking solutions online, order a season ticket,

pre-book a parking space, access and pay for parking based on automatic number plate recognition (ANPR), or open a pedestrian door with a QR code.

## Our employees

Q-Park recognises that our goals can be met only with the dedicated input of committed and well-trained employees who share our passion for quality and customer service. We continuously invest in the development of our people.

### Our commercial partners

We serve millions of customers every year. With the cash flows we generate from this, we continue to invest in future-focused parking solutions which add value for our public and private landlords, partners who offer mobility services, and for motorists.

### Our activities

A large proportion of our revenue comes from single parking transactions, our short-term parking (STP) customers. Revenue is also generated from season ticket sales, our long-term parking (LTP) customers.

Through our country websites, we also offer customers the opportunity to pre-book parking spaces.

In addition, we offer services such as monitoring compliance to regulations applicable to parking on-street and on private property. We operate parking facilities for public and private landlords, and because of our scale, we do this efficiently and effectively.

